

KEEP MY TENNESSEE HOME PAYMENTS MANAGER

APPLICATION DEADLINE IS MONDAY, APRIL 20, 2015 AT 11:59PM

Division: Single Family Programs
Reports to: Sr. Director of Single Family Programs
Location: Nashville, TN
Full-time/Part-time: Full-time Long-Term Temporary
Salary Grade: 33
Monthly Salary Range Minimum: \$3,673
FLSA Classification: Exempt (03)
Telecommuting Status: Eligible for telecommuting

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Responsible for the management and operations of the payments and disbursement functions as assigned for the Keep My Tennessee Home/Hardest Hit Fund (KMTH/HHF) Program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Directly supervises staff: interviews, hires, and trains employees; develops employee skills and encourages growth and development; reviews and evaluates employee performance; addresses workplace issues and provides guidance, coaching, and disciplinary measures for staff; addresses personnel issues in conjunction with appropriate leadership and the Human Resources division.
- Performs Quality Assurance reviews on payments, data entries and transactions related to:
 - Mortgage payments;
 - Home Owners Association (HOA) payments;
 - Timely disbursement of funds;
 - Timely payments to counseling provider agencies;
 - Timely notifications to servicers, counseling provider agencies, borrowers and others.
- Monitors work flow to assure timely and efficient completion of duties including:
 - Mortgage payments;
 - HOA payments;
 - Timely disbursement of funds;
 - Timely payments to counseling provider agencies;
 - Timely notifications to servicers, counseling provider agencies, borrowers and others.
- Coordinates with the Finance and Accounting Divisions regarding disbursements and returned funds.
- Prepares regular status reports that track activities and performance.
- Provides technical expertise and guidance to the Mortgage Specialists.
- Works with the Sr. Director of Single Family Programs and the Program Development Coordinator to develop and establish new or revised processes related to KMTH/HHF payments and disbursements.
- Participates in status update meetings with team members and managers as often as weekly.
- Facilitates correction of data transmission problems or interruptions with the KMTH/HHF Business Analysts as well as other members of the Information Technology (IT) Division.
- Facilitates communications regarding troubled projects until problems are resolved.
- Handles smaller contractual issues with servicers, HOA's and counseling provider agencies and escalates to superiors as necessary.
- Facilitates external training as needed with THDA partners.

KMTH Payments Manager (Manager 1)

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4/7/15 by Annette Rader

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- High School diploma or equivalent GED.
- Minimum of 6 months of related experience.
- Minimum of two years of successful, full-time employment in a business office environment, preferably a lending institution, is preferred.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Ability to effectively manage staff.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Maintains a high level of confidentiality.
- Ability to plan and organize workload of self and others.
- Ability to exercise good judgment in evaluating complex situations.
- Ability to handle frequent procedural change.
- Maintains a high level of accuracy of data.
- Ability to communicate effectively with subordinates and superiors to ensure productivity and good work habits.
- Documents regularly, thoroughly, accurately, and completely.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER

**PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE
ONLINE APPLICATION INSTRUCTIONS**